Microsoft Teams Voice Engineer

Module 1: Plan and configure Teams Phone

After completing this module, students will learn how to plan for and configure Teams Phone, including Calling Plans, Direct Routing, Auto Attendants, Call Queues, Operator Connect, and how to extend Teams Phone with additional services.

Lessons

- Plan for Teams Phone

- Plan and optimize network performance for Teams Phone

- Migrate voice services from Skype for Business Server to Teams

- Configure Teams Phone

- Configure auto attendants and call queues

- Configure and deploy Direct Routing

- Extend Teams Phone with additional services

Lab : Prepare the lab environment

- Configure your lab environment
- Assign permissions
- Validate and manage licenses
- Setup PowerShell for Microsoft Teams Administration

Lab : Configure your environment for Teams Phone

- Evaluate your network requirements with the Network Planner
- Use the Teams Network Assessment Tool
- Configure a basic network topology for dynamic emergency calling
- Configure voice policies
- Prepare users for calling

- Configure audio conferencing settings
- Configure call queues and auto attendants

Lab : Expand your Teams Voice Environment to use Direct Routing

- Configure the session border controller
- Configure direct routing settings

After completing this module, students will be able to:

- Plan and Configure Microsoft Teams Phone

- Plan and optimize network performance for Teams Phone

- Configure and deploy Direct Routing

Module 2: Manage Teams Phone

In this module, students will learn how to configure Teams Phone users, devices, and troubleshoot Teams Phone voice issues.

Lessons

- Configure and manage voice users

- Configure, deploy, and manage Teams devices

- Monitor and troubleshoot Teams Phone

Lab : Manage your Teams Phone Environment

- Manage voice users
- Manage Teams devices
- Monitor and troubleshoot Teams Phone

After completing this module, students will be able to:

- Manage voice users

- Configure, deploy, and manage Teams devices

- Monitor and troubleshoot Teams Phone